



DEPARTMENT OF PERSONNEL

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MEMO PERD #22/03

July 11, 2003

TO: Department Directors
Agency Administrators

FROM: Jeanne Greene, Director
Department of Personnel

SUBJECT: e-Learning Program



As you may know, the Internet-based e-Learning pilot test requested by the Governor and sponsored through the Department of Personnel for the period September 2002 through June 2003 has expired.

The purpose of the e-Learning pilot was to allow all participating agencies to ascertain the appropriateness of using such methodology to deliver training to their employees regardless of employee geographic location. I am happy to report that it was a resounding success. Over 1,100 State employees enhanced their work-related knowledge and skills during the 10-month testing.

Employees completed courses in a variety of disciplines including: interpersonal communications, stress management, project management, financial skills, conducting business meetings, business writing, supervisory and management skills, presentation skills, employee appraisal, coaching, interviewing and hiring, assertiveness management, team building, time management, and a complete curriculum series for personal computer users. Many supervisors and managers were able to complete their 40-hour training requirements without leaving their desks.

Your e-Learning administrators noted several agency benefits when using this delivery method to help satisfy their overall training requirements as follows:

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- For agencies having several rural offices with only minimal staffing, there were many advantages noted. When a staff member has to leave the office to receive training, it increases client wait times due to staffing shortages.
- DMV realized a per diem savings of \$84 per employee per day for those employees who would have had to travel to receive training. This figure did not include the motor pool and mileage costs that were also saved.
- Agencies' workload management effectiveness was enhanced by training being delivered at the employees' assigned duty stations on an as needed basis customized to the employees' unique requirements.
- Because the e-Learning courses were designed to take advantage of competency-based instructional techniques, the time spent attending the training sessions was minimized and directed toward the needs of the individual. This allowed for streamlined training times.
- With the e-Learning book marking abilities, the employee is brought right back to where they left off when needing to break the training time to address urgent work issues.
- Employees can access e-Learning courses at any time, day or night, weekends, holidays, from any location; we love it.

Even with all of these great e-Learning accolades, there was an upfront fee issue that concerned some agencies. Some were hesitant to commit to the upfront subscription fees required by many private sector vendors to guarantee the vendor a minimum revenue figure.

TMCC/CCSN have presented a solution to this open issue. They have entered into a partnership with ACT (American College Testing, Inc.) to host e-Learning systems that allow the colleges' clients the opportunity to purchase e-Learning training on a course-by-course basis. The colleges are excited to offer over 3,000 non-credit e-Learning courses to State of Nevada employees with no up-front fees, on a pay as you go basis, in the areas of:

- Key work skills,
- Computer basics,
- English as a second language,
- Information technology,
- Industrial technology,
- Safety skills,
- Management and leadership, and
- Personal development

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from third party nationally recognized training vendors, such as, Skillsoft, SmartForce, Element K, ITC Learning Corp., and other training vendors.

The Department of Personnel is organizing meetings in Carson City (August 1st) and Las Vegas (August 8th) to allow agency representatives and college representatives to further discuss this opportunity, including a demonstration of the customizable ACT Learning Management System and payment process.

Please support this endeavor by assigning an agency representative to attend one of these sessions. At this point, with the history fresh from our pilot program and an idea of the types of courses the colleges can offer, the colleges would like to get an estimation of your department's potential demand so they can configure an e-Learning system that meets your exact training requirements while at the same time providing you with the best cost solution.

If you have any specific questions regarding this program, please contact Ron Flowers by phone at (775) 687-3160 or via email at rflowers@dop.nv.gov. Additionally, please provide Ron with the name and contact information of your assigned representative and he will contact them directly with further details.

Thank you for your continued support of the training program.

JG:cp

cc Agency Personnel Liaisons
 Agency Personnel Representatives